

WEDC Improvement Project Charter

Project Name: Economic and Community Development (ECD) Value Stream Mapping

Date Chartered: April 25, 2012

Expected Completion Date: May 10, 2012

Project Goal: Form a cross-functional team to map the current state of ECD opportunity management from initiation to final contract delivery, identify opportunities for improvement, then design the future state and create a project plan to implement those improvements.

Issues to be Addressed:

- Provide a roadmap for optimized Salesforce implementation of this process
- Get more complete information earlier in the process (Quality at the Source)
- Eliminate customer complaints, provide visibility into the process
- Eliminate waste and redundant data entry
- Create robust Standard Work processes

Expected Results:

- Instill “quality at the source” -- reduced rework and cost-of-quality issues
- Streamlined documented process (baseline for future improvement)
- Develop standardized metrics for tracking improvements
- Create a prioritized list of potential improvements with a work plan for implementation
- Future State Improvements should target 50% reduction in lead-time and 25% increase in capacity

Project Team Members:

Deb Clements; Helen Stewart; James Engle; Jason Scott; John Roos; Peter Norman; Sandy Herfel; Steven Sabatke; Wil Cox

Support/Resource People:

- IT
- ECD Team
- Senior Management

Responsibilities and Boundaries:

- Focus will be confined to Economic & Community Development.
- VSM Team will be responsible for documenting the current state, identifying the future state improvements and creating a project plan for achieving the future state.
- This project is a diagnostic only. Improvement projects will be chartered separately.